

**MADERA COUNTY**  
**SENIOR PROGRAM ASSISTANT**

**DEFINITION**

Under direction, to lead, oversee, and participate in the more complex and difficult work of staff responsible for applying specific program knowledge and administrative, secretarial, and clerical skills in support of a County department or division; to coordinate assigned programs, projects, and services with other County departments, divisions, and outside agencies; to provide specialized departmental or program information and assistance to the public; and to do related work as required.

**SUPERVISION EXERCISED**

Exercise technical and functional supervision over clerical staff.

**DISTINGUISHING CHARACTERISTICS**

This is the advanced journey level in the Program Assistant class series. Positions at this level are distinguished from the next lower classification level of Program Assistant I/II by the complexity and difficulty of the work performed. Positions at this level possess a significant level of specialized, technical or functional expertise beyond that expected at the journey level. Positions at this level require highly specialized knowledge, abilities, skills, and experience, and often exercise independent judgment in the performance of their duties. The advanced journey level Senior Program Assistant class also provides lead supervision and training to assigned staff.

**EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES**

Lead, plans, and reviews the work of staff responsible for providing a wide variety of specialized technical and advance level clerical work related to the assigned function including maintaining accurate and detailed records and logs, verifying accuracy of information, researching discrepancies, and recording information; provides or coordinates staff training; works with employees to correct deficiencies; plans, directs, and participates in the full range of duties which require the application of specialized knowledge regarding a particular program to self-direct administrative, secretarial, and specialized clerical tasks that are essential to the accomplishment of the department or division's desired services or products; plans, organizes, and carries out assignments and special projects related to assigned area of responsibility; responds to specific and technical requests for information and assistance from the public, County staff, and representatives of other organizations; interprets regulations, procedures; policies, systems, rules, and precedents in response to inquiries and complaints; researches and gathers information to provide accurate answers and information; resolves concerns and complaints; refers more technical questions or issues to appropriate County staff; ensures follow up to unanswered inquiries; verifies and reviews forms and reports for completeness and conformance with established regulations and procedures; applies specialized knowledge of departmental and program policies and procedures in determining completeness of applications, records, and files; collects, compiles, and analyzes information and data from various sources on a variety of specialized topics related to the assigned program; checks and tabulates statistical data; writes reports which present and interpret data, identify alternatives, and make and justify recommendations; prepares and assembles reports, manuals, articles, announcements, and other informational materials; organizes, coordinates,

maintains, and updates departmental record keeping systems; enters and updates information with departmental activity and inventory files; prepares, copies, and distributes a variety of documents; ensures proper filing of copies in departmental or central files; monitors the usage of and copies documents used by the public and technicians as needed; coordinates calendars and makes meeting arrangements; schedules County staff meetings or meetings between County staff and other groups or organizations; arranges for necessary materials to be available at meetings; coordinates workshops and classes; assists with special event programs; coordinates reservations and use of equipment and facilities; oversees the day to day operations of the computer network system for the assigned office including installing, maintaining, troubleshooting, repairing, and modifying computer and network hardware, software, and peripheral equipment to ensure the proper and efficient operation of the assigned computer network; participates in the development and administration of the assigned program budget; composes, types, formats, and proofreads a wide variety of reports, letters, and memoranda; types from rough draft, verbal instructions, or transcribing machine recordings; checks drafts for punctuation, spelling, and grammar; makes or suggests corrections to drafts; maintains confidentiality of sensitive information and documents; serves as receptionist; assists callers and visitors by directing them to appropriate County staff; answers questions and provides information; provides forms, applications, and other materials; may assist citizens and others in completing applications or forms; performs financial record keeping including preparing claims, purchase orders, and reports; operates a variety of modern office equipment including computers, word processors, and printers.

### **OTHER JOB RELATED DUTIES**

Performs related duties and responsibilities as assigned.

### **JOB RELATED AND ESSENTIAL QUALIFICATIONS**

#### **Knowledge of:**

Operations, services, activities, policies, and procedures of the assigned department or division.  
Comprehensive specialized knowledge related to the specific program of assignment.  
Principles of supervision and training.  
Principles and practices of data collection and report preparation.  
Modern office practices, methods and computer equipment.  
Word processing methods, techniques and programs.  
Principles of business letter writing.  
Principles and procedures of record keeping.  
Operational characteristics, functions, and procedures of the computer network system used  
in the assigned office.  
Techniques used in public relations.  
English usage, spelling, grammar, and punctuation.  
Basic accounting procedures and terminology.

**Skill to:**

Operate modern office equipment including computer equipment.  
Type and enter data at a speed necessary for successful job performance.

**Ability to:**

Plan, organize, and review the work of clerical staff in the area of work assigned.  
Provide lead supervision and training to assigned staff.  
Interpret and apply the policies, procedures, laws, codes, and regulations pertaining to assigned programs and functions.  
Independently perform the most difficult administrative, secretarial, and specialized clerical work in the area of work assigned.  
Organize, maintain, and update office data base and records systems.  
File materials alphabetically, chronologically, and numerically.  
Independently prepare routine correspondence and memoranda.  
Schedule and coordinate projects; set priorities; adapt to changing priorities.  
Work cooperatively with other departments, County officials, and outside agencies.  
Determine which administrative, secretarial, or clerical tasks are essential to the accomplishment of the department or division's desired service or product and self-direct the accomplishment of the task.  
Understand the organization and operation of the County and of outside agencies as necessary to assume assigned responsibilities.  
Respond to requests and inquiries from the general public.  
Compile and maintain records and prepare routine reports.  
Install, maintain, troubleshoot, repair, and modify computer and network hardware, software, and peripheral equipment.  
Work independently in the absence of supervision.  
Communicate clearly and concisely, both orally and in writing.  
Establish, maintain, and foster positive and harmonious working relationships with those contacted in the course of work.

**Experience and Training Guidelines:**

*Any combination equivalent to experience and training that would provide the required knowledge, skills, and abilities would be qualifying. A typical way to obtain the knowledge, skills, and abilities would be:*

**Experience:**

Three years of increasingly responsible administrative, secretarial, and clerical support experience in the specific area of assignment.

**Training:**

Equivalent to the completion of the twelfth grade supplemented by training in secretarial science, office management, public relations, or a related field.

**Special Requirements:**

*Essential duties require the following physical skills and work environment:*

Ability to work in a standard office environment.

**Effective Date:** July, 2006